PROPERTY TROUBLESHOOTING GUIDE

During the course of your tenancy, maintenance issues sometimes arise. Below is a list of some of common situations that may arise, and what action you should take prior to calling the maintenance area of Horizon Housing.

POWER

If you have lost power to your home or to your power points only:

- Check whether neighbours have also lost power, and if they have, contact your Electricity Supplier or Energex to confirm if there is currently an outage in your area
- Check for any tripped circuits in the power box and reset as required (simply push the switch all the way into the 'On' position)
- Check the safety switch (this will sometimes be marked as an 'RCD' switch) in your power box. This may have tripped because of a fault with one of your appliances. If so, reset the switch. If it trips again, unplug all appliances from power points – it is important that you unplug the appliances entirely rather than just switching them off. Reset the safety switch and plug in appliances one at a time until faulty appliance is located. If you have a water tank, ensure that the plug for the pump is also unplugged during this process

Note: Tenants will be required to pay for callouts where a faulty appliance belonging to them has caused the problem.

HOT PLATES (ELECTRIC)

If no power to hotplates:

- Check if power is on. There may be an isolating switch for the stove on the wall or in a cupboard that has been turned off (this may look similar to a light switch)
- Check the power box for a tripped switch or circuit breaker and reset as required

HOT WATER SYSTEMS (ELECTRIC)

If your supply of hot water is not hot or does not seem to last as long as it should the problem may be as simple as you have run out of hot water. If you have an electric hot water system, you should regularly top up the tank. To do this:

- Locate the relief valve on the side of the hot water system and lift the lever until water flows from the overflow. It may take up to ten minutes before the tank fills and water flows from the overflow (as soon as water flows from the overflow, the valve can be shut off)
- If water flows from the overflow immediately, the system does not require topping up, and the pressure relief valve can be lowered back to the off position. Check the fuse box to ensure the circuit or safety switch has not tripped

HOT WATER & COOKTOPS (GAS)

If you have gas installed at your property, and you have no hot water or cooking appliances, please check the following items:

- Contact your provider to confirm there are no issues with your account
- Check that your gas meter has not been turned off by a passer-by
- If you have bottled gas, confirm the bottle is not empty. If it is, turn the valve to change your gas supply to the full tank (don't forget to contact your provider to arrange a replacement bottle)
- To reset the pilot light: switch off and unplug the power cable from the socket, wait approximately 30 seconds, then re-plug power cord into socket. Turn the power point back on, wait a few minutes and check the hot water again

NO WATER

If you have no water running through any of your taps:

- Check that the valve in your water meter box (most often a green box at the front of your property) has not been turned off by a passer-by
- Check whether neighbours have also lost water, and if they have, contact your local Council water division to check if there is currently an outage in your area
- If the problem is isolated to a certain area, check if you have a tap under your bathroom cabinet and make sure it has not accidentally been turned off

LOW WATER PRESSURE

If you have no water pressure through some of your taps or shower head:

- Check the aerator screen and clean up any sediment that may have built up inside

PLUMBING LEAKS

- If you have a minor leak from a tap or from a pipe under a sink, place a bucket under the leak (water can be used for gardens etc)
- If you have a major leak, turn the water off at the meter to prevent further damage or water wastage
- Water bubbling out of the ground or a continually wet section of your yard may be a burst pipe. Turn the water off at the meter to prevent damage and water wastage
- If you locate water leaking from wet areas (e.g. bathrooms, laundries, kitchens), into adjoining rooms and the floor is wet, sponge and dry the area thoroughly and periodically check the area

A regular check for general water leaks is advisable and it is important to always contact Horizon Housing as soon as possible when any leak is detected.

TOILET LEAKS

If your toilet cistern is running on after flushing or leaking water onto the floor, the following steps can be taken until a repair is arranged:

- Regularly mop the area
- Turn off the tap beside the toilet between uses

FAULTY SWITCHES OR FANS

Do not use faulty switches or fans, and never attempt to fix these, or any other electrical issues yourself.

DISHWASHER

If your dishwasher is not working – no sound, water or lights, please check the following items:

- Check the fuse box for a blown fuse or tripped circuit breaker
- Check that the dishwasher is plugged in securely
- Confirm that the door has latched correctly

Please note that plastic will not dry completely during most dishwasher drying cycles, and filters must be cleaned regularly for the dishwasher to operate correctly.

SPLIT SYSTEM AIR CONDITIONING

Several matters can affect the use of your air conditioner. The list below is a guide to the most common issues reported to Horizon Housing:

Manual reset of unit:

1. Turn AC unit off at the remote
2. Turn AC unit off at the isolation switch by the outdoor unit (should be on a wall near the unit)
3. Turn off the switch in the switch board
4. Leave the unit off for one (1) hour to allow the power boards to de-energise
5. Turn the unit on at the switchboard, outdoor unit and remote and check settings. (for heating, the recommended temperature range is 19° - 21°, med fan)

Water leaks from the indoor unit:

- Check that the filters are clean
- Check that there are no blockages in the drain pipe

The unit will not turn on:

- Check if the circuit or safety switch has tripped in the fuse box, and reset if required
- Confirm that the power supply plugged is plugged in and switched on
- Confirm that the external motor is switched to the on position

The display on the remote is dim or blank:

- Confirm that the batteries in the remote are not exhausted
- Confirm that the polarity (+,-) of the batteries is correct

The unit cannot be operated for approx 3 minutes when restarted:

- This protects the unit according to instructions from the microprocessor. Please wait

Mist is discharged from the air outlet of the indoor unit:

- The cool air from the unit rapidly cools moisture inside the room, and this turns it into mist. This is a common occurrence

Operation stops for approx 10 minutes in heating operation:

- The outdoor unit may be in defrost mode (when the outside temperature is too low and humidity is too high, frost is formed). Please wait, as this is normally completed in 10 minutes

The air conditioner is creating ice:

- Switch off the unit for a few hours to let the ice melt completely and put a towel or bucket down to collect any water
- Once the ice has fully melted remove, and clean, dry and replace the filter

GARAGE DOOR

Where the garage door is not opening or closing, please check the following:

- Confirm that the garage motor is plugged in and switched on
- Check the power box for a tripped circuit or safety switched, and reset if required
- Replace the batteries in the remote/s
- Re- code the garage remote following the instruction guide if required

WASHING MACHINE (WHERE INCLUDED WITH THE PROPERTY)

Where the washing machine is not working please check the following:

- Confirm that the power is connected and the water taps are turned on
- Ensure that the load of clothes has not placed the machine off balance
- Confirm that the lid/door has latched correctly
- If the machine is leaking, check the hoses for splits and confirm they are secure

CLOTHES DRYER (WHERE INCLUDED WITH THE PROPERTY)

Where the clothes dryer is not working please check the following:

- Confirm that the filter is clean - the filter should be cleaned before every use to ensure the dryer operates effectively
- Confirm that the power is connected and switched on
- Ensure that the dryer is not overloaded with clothing
- Confirm that the air temperature is hot when the unit is running

LOCK OUTS/LOST KEYS

If you lock yourself out of your property, the following procedure is to be followed:

- Office Hours – Contact our office for assistance. Keys may be borrowed from the office (if available) to gain entry on presentation of suitable identification. These keys must be returned the same day
- After Hours – You will need to contact a locksmith at your cost to gain entry. If any lock is changed, a copy of the key/s must be supplied to our office immediately in accordance with the Residential Tenancies & Rooming Accommodation Act 2008
- If you live in a property that is keyed to a restricted key (one that cannot be copied) you must contact Horizon Housing to arrange the appropriate locksmith to attend. If you do not follow this procedure, you may be liable for the cost of a second locksmith to rekey your lock to a security key

CONTACTING OUR OFFICE

When contacting our office in relation to any electrical matters, where possible please make note of the brand, model and serial number of your appliance. This will assist us to arrange your repair and minimise delays to you.

EMERGENCY MAINTENANCE

Emergency maintenance where you or the property could be in danger must be reported immediately to the Horizon Housing After Hours Number.

For Affordable Housing or National Rental Affordability Scheme (NRAS) Tenants – 0408 731 466

For Social or Community Housing Tenants – 0413 732 807

GENERAL MAINTENANCE

All other maintenance that is not considered to be of an emergency nature must be reported to Horizon Housing during normal office hours on 1300 133 027.